

## ASHBURN MEDICAL CENTRE NEWSLETTER

### NEW PATIENTS WELCOME

#### \*\*\*\*\* PRACTICE NEWS \*\*\*\*\*

**Military Personnel / Ex-Military (Veterans) :** If you are a member / ex member (veteran) of HM Armed Forces, even if you have only served for just one day, or an immediate family member i.e parent, child, partner, spouse then please let us know.

**New Staff :** Welcome to Annemarie Armstrong, our new Nurse Practitioner. We hope she enjoys working with us.

**Patient Survey :** We will be starting our in-house survey in the near future. All constructive comments are welcomed and taken on board and where possible actioned. Results will be published in April 17.

#### REPEAT PRESCRIPTIONS

**Please Note :** Due to the extremely high volume of calls received into the surgery we will no longer take requests for Repeat Medications over the telephone with effect of Wed 1st March 2017.

#### To order your repeat prescription :

Complete the repeat medication slip attached to your prescription and either hand or post into surgery. If you don't have this slip you can hand write your request.

#### OR

Arrange for your local pharmacy to order on your behalf and they can also deliver to your home. Please inform us of your chosen pharmacy if you wish to take up this service. Some of the local pharmacies who currently offer this service are Medichem, Lloyds, McCarthy's, Snowdons and Boots.

#### OR

On-Line. If you have a PC but don't use this service please ask at reception for more details and a registration form.

You should allow at least 2 Full Working days for your Prescription to be ready for collection from receipt by the surgery.

It is **your responsibility** to ensure that you order your medication in good time, particularly at busy holiday times.

**PATIENT PANEL :** Would you like to be part of our Patient Panel to help drive forward changes in the practice. We need members from every ethnicity and walk of life. We meet at the surgery on the last Wednesday of every other month. We also meet up for social events. If you would like to come along or know anyone who might be interested please leave details at reception.

**CARERS :** Do you help look after someone on a regular basis with chronic physical or mental health problems, or someone who abuses drugs / alcohol. Are you a young person between 5-25yrs of age who looks after mam, dad or brothers & sisters? We would really like you to let us know. We can make sure you get the help and support you need. We offer annual health checks and flu vaccinations. Next time you're in surgery ask for one of our Carers information packs. Would you like to join our patient panel? If so please leave your contact details at reception.

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**Flu Vaccinations :** It isn't too late to get your flu vaccination. If you are over 65, suffer from a chronic disease or you are a Carer you are entitled to a Free vaccination. Ask at reception for more details.

Feb 17

**AUTOMATED CHECK-IN:** if you have any problems using this to book in our receptionists will be happy to help you.

**MEDICAL STUDENTS :** Ashburn Medical Centre is a Teaching practice and medical students may be present during your consultation. If you do not wish a student to be present please let the reception staff know.

## VACCINATIONS

**Pneumonia vaccinations:** These vaccinations are free and are available to all patients aged 65 and over. Normally only one injection is required.

**Travel vaccinations:** If you require a travel vaccination please allow at least one month in advance of your travel to see the nurse. Please do not ask for emergency appointments for travel vaccines. If you have less than 4 weeks to travel we might not be able to honour your request for an appointment.

**TEST REQUESTS :** Most test results are normally back within 48-72 hours. You will be told by your doctor on how to access your results.

**EXISTING CLINICS & SERVICES ( Nurse / HCA appointments are available Monday – Friday)**

Asthma / COPD	Blood Pressure Checks	Childhood Imms	Cervical Smears
Diabetes	Heart Disease	Minor Injuries	Minor Surgery
Pre & Post- Natal care	Family Planning	Smoking Cessation	Vacc & Imms
Warfarin Monitoring (INR)	Weight Management		

## PRESCRIPTIONS

Don't forget to allow at least 2 full working days for repeat prescriptions and allow extra time for bank holidays. To order a repeat prescription over the phone please ring 0191 5671035 after 2pm if possible. **Please note the telephone ordering service will no longer be available from 1<sup>st</sup> March 2017**

If you are registered for on-line access you can order repeat prescriptions (as well as book appointments) via [www.ashburnmedicalcentre.nhs.uk](http://www.ashburnmedicalcentre.nhs.uk). Ask about on-line access at reception

## LATE ATTENDEES

Anyone more than 10 minutes late for their appointment **MIGHT NOT** be seen. On these occasions patients will only be seen at the discretion of the GP/Nurse.

**FAIL TO ATTENDS :** If you are unable to attend for your appointment please let us know. We are still experiencing a high number of patients who fail to attend and patients genuinely in need of medical care and attention have been prevented from getting appointment.

***“ Patients who persistently fail to attend their appointments or who display aggressive/violent behaviour will be removed from the panel “***

**DO WE HAVE YOUR CORRECT ADDRESS & TELEPHONE NUMBER :** If you have recently moved house or changed your telephone number then please let us know !!!

**SAFE PLACES :** We are a nominated Safe Place for people with Learning Disabilities. If you are in the vicinity and need help please let us know.

**\*\*\*\*\* ZERO TOLERANCE \*\*\*\*\***

**The practice operates a zero tolerance policy for violent and aggressive behaviour.**